Police and Crime Plan 2013-2017

SUPPORTING YOU TO BE SAFE AND FEEL SAFE
Welcome to your Police and Crime Plan for North Somerset

Police and Crime Commissioner, Sue Mountstevens, and District Commander, Chief Superintendent Julian Moss, have listened to the views of people in North Somerset and we hope this plan reflects your concerns and priorities for tackling crime in your area.

Over the past five years, crime levels have dropped significantly, by 36%. This was achieved thanks to a combined effort; active communities working with the police, the council, and a host of public sector agencies, private industry, community organisations and charities.

North Somerset is a safe place to live. We would like it to be safer and feel safer. This plan has come from listening to the people and communities of North Somerset. It is not set in stone. It will change as new priorities emerge. Please keep talking to us. We want to hear your concerns and congratulations as we go forward. By working together we can make a difference.

Police and Crime Commissioner, Sue Mountstevens
District Commander, Julian Moss

Julian Moss
Chief Superintendent
District Commander, North Somerset

Sue Mountstevens
Avon and Somerset Police
and Crime Commissioner
The Police and Crime Commissioner’s commitment to you

You have a right to BE SAFE and FEEL SAFE in your community. It is my aim for this to be the case, and that the people of North Somerset have the highest level of confidence in their Police, Community Safety and Criminal Justice services.

I will work together with the police, other local agencies, service users and local people across North Somerset to:-

<table>
<thead>
<tr>
<th>Reduce the impact that anti-social behaviour has in our communities</th>
<th>Prevent and reduce burglary and fear of burglary in your area</th>
</tr>
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<tbody>
<tr>
<td>I will support multi-agency approaches to tackling the issues affecting your area, focusing in particular on reducing risk to the most vulnerable and repeat victims</td>
<td>I will work to tackle the causes of burglary and support integrated prevention, enforcement, rehabilitation and criminal justice approaches to youth and adult offending</td>
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</tbody>
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<tr>
<th>Tackle domestic and sexual violence, particularly violence towards women and children</th>
<th>Ensure victims are at the heart of the criminal justice system</th>
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<tr>
<td>I will encourage and enable reporting, support early intervention and improve access to support services, particularly amongst those most vulnerable to harm</td>
<td>I will support the development of a joined up approach to victim services that has the voice of victims at its heart. I will be a fierce advocate for all victims, and young people in particular, who are more likely than any other group to be victims of crime</td>
</tr>
</tbody>
</table>

In addition to these priorities, I am committed to:-

- **Early intervention and prevention** of crime and anti-social behaviour by educating young and vulnerable people about how they can avoid becoming involved in crime and improving opportunities to deal with young and low risk offenders outside of the criminal justice system

- **Better co-ordinating and integrating of local services** so that we can be more effective in tackling the issues that are important to you and get a better deal for your money

- **Building strong relationships** between communities and the crime, community safety and criminal justice agencies that serve them. I want to ensure that every person accessing these services is treated fairly with dignity and respect, listened to and given the support and information they need

- **Improving road safety and providing a visible and accessible service.** I will continue to work with partner agencies to understand and address these issues that residents have told me are important in your area

You can find more information about our [budget](#) and how we are delivering [value for money](#) and [crime and policing services](#) across Avon and Somerset in the Avon and Somerset Police and Crime Plan on our website: [www.avonandsomerset-pcc.gov.uk](http://www.avonandsomerset-pcc.gov.uk)
Did you know?

• North Somerset is a safe place to live; crime levels are a third lower than the average for England and Wales
• 202,600 people lived here when the 2011 census was done; this is expected to increase by around 16% over the next 10 years
• In 2011/12 there was a 4% reduction (468 fewer) in total crime reported to the police with a 36% reduction (5575 fewer) having been recorded since 2006/7
• North Somerset District covers 145 square miles with a blend of rural and urban areas, and the towns of Portishead, Clevedon, Nailsea and Weston-super-Mare
• Tourism is a large part of the area’s economy, particularly in Weston-super-Mare, which is a hugely popular holiday destination. Carnival season brings a further influx of visitors and Weston-super-Mare beach is the location for a popular music event which attracts around 50,000 more visitors annually, predominantly in the 16-24 age range
• During 2012, three crime types made up 75% of overall crime in North Somerset, with theft and handling stolen goods 35%, violent crime 23% and criminal damage 18%

Working together

The North Somerset People and Communities Board brings together key local agencies, including the police and the local council to tackle crime and community safety concerns. Over the past few years, the partnership has been successful in;

• Developing ‘IMPACT’, Integrated Offender Management (IOM) approach involving police, prison, probation, drugs workers, youth offending teams, local councils and the private sector. IOM supports the most serious repeat offenders to help build lives free of crime, and provides swift enforcement should they continue to offend. It has had a material impact on helping to reduce serious acquisitive crime such as burglary
• Through the Multi Agency Risk Assessment Conference (MARAC), helping to stop victims of domestic abuse who are at a high risk being abused again
• Reducing the number of bed spaces for drug treatment and an improvement in standards of accommodation through partnership action including an innovative accreditation scheme
• Creating a dedicated anti-social behaviour case worker role to help manage complex, high risk cases, provide a single point of contact for victims, and help find solutions to anti-social behaviour (ASB) problems in hotspot locations

The local policing outlook

• There are five significant anti-social behaviour hotspots across North Somerset which account for half of all reported ASB incidents across the district. Weston-super-Mare town centre is the most significant of the five with a strong link to alcohol and the night time economy
• Domestic abuse accounts for 35% of all violent crime reported to us. However our biggest challenge lies in under reporting of this type of crime, especially in rural and more affluent areas of the district
• If you want to know more about crime, policing and criminal justice in your area, visit www.police.uk or www.avonand somerset.police.uk
Police and Crime Objectives

Reducing the impact of anti-social behaviour in our communities

More people contact us about anti-social behaviour (ASB) than any other crime or incident and it’s the topic raised most often at PACT (Partners and Communities Together) meetings, neighbourhood beat surgeries and community events in your area.

Our commitment to victims of ASB

We will:

• Work with individuals and communities to identify and tackle ASB, especially in the hotspots in Weston-super-Mare and Clevedon
• Make sure ASB victims, especially repeat and vulnerable victims, have easy access to support and those most at risk are identified as early as possible
• Communicate clearly with you to ensure that you are aware of the work we are doing and how you can contact us with your problems
• Tackle the issues associated with alcohol and the Night Time Economy in Weston-super-Mare town centre
• Work with those families in North Somerset who have the highest impact on ASB, crime and our communities

How we will do this:

• Our dedicated anti-social behaviour staff who specialise in tackling anti-social behaviour, will work alongside North Somerset Council and housing associations. They will identify problem individuals and households and use a range of tools and legislation to tackle these issues, including dispersal orders, crack house closures, Acceptable Behaviour Contracts (ABCs) and Anti-social Behaviour Orders (ASBOs)
• Our victim advocate unit will provide support to victims most in need of help from start to finish of an ASB problem

In your area:

• We will continue to use licensing legislation to tackle problematic premises - for example, the Hotshots Bar which was closed following a licensing review
• We recognise that intervening at an early stage and preventing behaviour from escalating is key to our approach. We will continue to use Acceptable Behaviour Contracts (ABCs) to tackle ASB as early as possible. These have proven successful, especially in preventing young people from entering the criminal justice system
• We will run local multi-agency ASB panels to provide support for victims and deal with offenders; Grove Park in Weston-super-Mare will be an area of focus for 2013

How to get involved:

• If there is a family, an individual or a household that is a consistent source of ASB, you and your neighbours will know who they are. Make a written record of any incidents with dates and times. Contact us on 101 and let us know
• Get involved with your local Neighbourhood Watch scheme. If your street is not covered by a scheme and there is interest in setting one up, contact us on 101 or visit www.avonandsomerset.police.uk/community_safety/nhw/
Tackling domestic and sexual violence, particularly violence towards women and children

Violence against women and children is something that agencies across Avon and Somerset have been successful in tackling although there is always more we can do. Our rape and serious sexual assault detection rates have almost doubled in the last six years.

Our commitment to victims of domestic and sexual violence

We will:

• Ensure victims of domestic and sexual violence get the support they need, when they need it
• Work with schools and academies to improve the support for children affected by domestic abuse
• Raise awareness of sexual violence, particularly among young people
• Tackle domestic and sexual violence offenders who offend repeatedly

How we will do this:

• Ensure those people living with domestic abuse can get easy access to information about support services and ways of resolving their situation
• Train more police officers to support victims of sexual assault
• Use ‘restraining orders’ to stop victims being assaulted or abused again
• Through Independent Sexual Violence Advisors (ISVA) and Independent Domestic Violence Advisors (IDVA), help victims and their families move forward following sexual and domestic abuse. They provide confidential advice, support, a safe place to talk and access to other services such as counselling. We will champion these services and signpost people to them so they are accessible to everyone who needs them

In your area:

• We will continue to ensure that high risk victims of domestic abuse are supported by an Independent Domestic Abuse Advisor (IDVA). In 2012 189 victims were referred to the IDVA service, 147 of whom engaged with the process to receive independent, intensive support
• We will continue to support the North Somerset Specialist Domestic Violence Court (SDVC) to ensure that victims of domestic abuse are supported throughout the court process. Between April and December 2012 a total of 67 people were prosecuted in the SDVC
• We will continue to support and administer the Multi Agency Risk Assessment Conferences (MARAC) which share information and risk manage the highest risk domestic abuse cases. Between April and December 2012 we supported 174 high risk victims

How to get involved:

• If you are suffering domestic abuse or domestic violence please report it to us. We can help you or put you in touch with other agencies which will provide support
• If you have been a victim of rape or sexual assault please contact us (see back page)
• Alternatively if you are experiencing domestic abuse but are not ready to contact the police call the Domestic Abuse "FreeFone" number – 08006 949999 for free, confidential support in North Somerset or visit www.endabuse.org.uk for information on a range of local support services
• If you know of somebody suffering domestic or sexual abuse please contact Crimestoppers on 0800 555 111 to pass on your concerns confidentially
Preventing and reducing burglary and fear of burglary in your area

North Somerset is a safe place to live, but when any crime occurs, the impact on victims, families and communities can be severe and far reaching. We want to reduce burglaries, both domestic and commercial and make you feel safer in your community.

Our commitment to you

We will:

• Target those who commit crimes repeatedly to reduce burglary, and work with other agencies and the voluntary sector to offer those offenders better opportunities for work, accommodation, drug treatment and education and a life free from crime
• Develop a programme to work with those families who have the highest impact on crime and our communities
• Reduce the opportunities for burglary by working with homeowners and businesses to make your property harder for burglars to target
• Reduce the opportunities for burglars to sell stolen property within the second-hand market

How we will do this:

• IMPACT is a nationally recognised scheme to monitor and manage North Somerset’s most prolific burglars, robbers, car thieves and shoplifters. IMPACT is made up of staff from police, probation, prison services and drugs services to help criminals find pathways out of a life of crime. If those criminals re-offend, we target them and put them straight back into prison
• Work with local businesses to ensure new purchases are registered on www.immobilise.com
• Build strong working relationships with all commercial businesses that deal with second hand goods

In your area:

• We will continue to work with our local communities and partners to reduce burglaries. Last year we cut burglary on the Bournville estate by working with Alliance Homes, evicting those tenants who committed crime in their neighbourhood
• We will be visiting vulnerable residents to give them advice and help stop those offenders who steal from elderly and vulnerable victims by distracting them with excuses for being in the house. Last year we signed up 6,100 homes in Portishead to the ‘No Cold Calling’ scheme
• We will continue to use the Bobby Van – a special charity-funded carpentry service provided by the police - to offer advice and assistance to vulnerable victims of burglary on improving security in their homes. In 2012 we helped to make 173 homes more secure

How to get involved:

• If you have any concerns or information about individuals who you suspect may be involved in criminality please get in contact us, but if you want to remain anonymous then contact Crimestoppers on 0800 555111
• Get involved with your local Neighbourhood Watch scheme. If your street is not covered by a scheme and there is interest in setting one up, contact us on 101 or visit www.avonandsomerset.police.uk/community_safety/nhw/
• Register all your property on the national database www.immobilise.com – it’s free, only takes a couple of minutes and provides a greater chance of recovering your property if you are unfortunate to be a victim of burglary
• Download tracking software on to your laptops, smart phones and tablet devices. These may help us recover your property and provide evidence for our investigations
Ensuring victims are at the heart of the criminal justice system

We want to make sure victims are satisfied with the service they receive from us. Part of our role is to support a joined up approach to the services we provide for victims, with the needs of victims at its heart. We will make sure all victims get the support they need, and young people in particular who are more likely to be victims of crime than any other group.

Our commitment to you

We will:

• Give young people a voice by increasing opportunities for involvement in youth panels, cadets and restorative justice approaches
• Increase reporting and improve support for victims of hate motivated incidents
• Increase awareness and membership of rural watch and work to improve communication with those of you who live in rural areas
• Give you a stronger voice on police and crime issues by developing an Independent Advisory Group (IAG)

How we will do this:

• We will assign a victim advocate to those people who most need support through their cases
• We will make sure the officer in your case gives you updates in a timely way. We are always looking for new ways to make this accessible and convenient for you. For example through the launch of “Track My Crime” which automatically updates you online every time an officer does something to progress your case
• Use restorative justice where appropriate and where victims feel it would give them the best outcome in their case. Restorative justice enables those that are directly affected by an offence to communicate and agree on how it should be dealt with and its consequences

In your area:

• In 2013 we moved police enquiry services in Weston-super-Mare to the new Town Hall to modernise the service, and provide a better customer environment. We will continue to develop joint services with North Somerset Council
• We will hold a weekly drop-in session for people to report ASB and hate incidents to fully trained professionals across different agencies between 09:30am – 12:30pm every Tuesday at Weston-super-Mare Town Hall
• We have set up a North Somerset Volunteer Police Cadets Unit based at Churchill Academy. Thirty 14-17 year olds work in their community in their own time alongside police teams while learning essential policing skills for use in later life

How to get involved:

• Look out for your neighbours and report crime that you see in your neighbourhood, especially if you know someone is vulnerable, perhaps because they are elderly or live alone
• You can volunteer with us and help keep victims informed of what’s going on with their cases. For more information please visit www.avonandsomerset.police.uk/recruitment/PoliceStaffVolunteers/
The Police and Crime Commissioner, Constabulary and partner organisations have been working with local communities to better understand the issues that are important to you.

Our consultation in 2012/13 identified road safety and police visibility as additional issues that communities feel are important in your area. We have therefore set further objectives in these areas to:-

**Road Safety and Parking Enforcement**
- Continue to improve the way we work with communities to tackle local road safety issues such as speeding, use of mobile phones while driving and other dangerous behaviour
- Support Community Speedwatch initiatives to further reduce incidents of dangerous driving and accidents on our roads
- Work with partners to tackle inconsiderate and illegal parking in the area

**Visibility and Accessibility**
- Ensure that we have a visible, responsive and accessible police service that is active in your community. We will achieve this by investing in technology to ensure that our officers are mobile, exploring new ways of working and reducing unnecessary bureaucracy to free up police time
- Support the expansion of the Special Constabulary, Volunteers and Neighbourhood Watch by encouraging the development of volunteer opportunities and promoting opportunities for you to influence and participate in policing

**Outcomes for the public**
We have a good police service in Avon and Somerset, and are committed to making it one of the best in the country. The Police and Crime Commissioner has set the ambition to deliver year on year improvement in each of her priority areas and become a top performing force nationally by 2016-17.

<table>
<thead>
<tr>
<th>Avon and Somerset</th>
<th>2011-12 Actual</th>
<th>2012-13 Estimate</th>
<th>2013-14 Milestone</th>
<th>2016-17 Ambition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public confidence*</td>
<td>% that feel very or fairly confident in the police (CSEW)</td>
<td>76.2 (8/43)</td>
<td>71.1 (35/43)</td>
<td>Increase &gt;28/43</td>
</tr>
<tr>
<td>ASB</td>
<td>Victim satisfaction for ASB</td>
<td>80.0%</td>
<td>81.5%</td>
<td>Increase &gt;82.8%</td>
</tr>
<tr>
<td></td>
<td>ASB Cases fully resolved</td>
<td>35.0%</td>
<td>37.9%</td>
<td>Increase</td>
</tr>
<tr>
<td>Domestic and Sexual Violence</td>
<td>Reported domestic and serious sexual violence</td>
<td>18,454</td>
<td>18,612</td>
<td>Increase</td>
</tr>
<tr>
<td></td>
<td>Increased detection rates for serious sexual offences</td>
<td>36.1% (10/43)</td>
<td>33.7% (11/43)</td>
<td>Increase (10/43)</td>
</tr>
<tr>
<td>Burglary - domestic and non-domestic</td>
<td>Police recorded burglary</td>
<td>13,446 (27/43)</td>
<td>12,174 (24/43)</td>
<td>Decrease (20/43)</td>
</tr>
<tr>
<td></td>
<td>Police detected burglary</td>
<td>12.4% (28/43)</td>
<td>11.6% (29/43)</td>
<td>Increase &gt;24/43</td>
</tr>
<tr>
<td>Victim Services</td>
<td>Overall victim satisfaction (Police)</td>
<td>87.3%</td>
<td>86.7% (12/43)</td>
<td>Increase &gt;12/43</td>
</tr>
<tr>
<td></td>
<td>Increase in successful Criminal Justice outcomes for cases that are taken to court</td>
<td>82.2%</td>
<td>80.8%</td>
<td>Increase</td>
</tr>
</tbody>
</table>

* Public confidence in the police, as measured by the Crime Survey for England and Wales can be a volatile indicator whereby results may fluctuate on account of the low numbers surveyed. We will monitor public confidence rates alongside a suite of supporting measures with a view to further improving our understanding of public perception across Avon and Somerset.

** Aspiration to bring satisfaction rates for ASB in line with satisfaction rates for crime

The Constabulary and partner agencies in North Somerset have an important role to play in delivering these force-level outcomes and you can monitor our progress at [www.avonandsomerset-pcc.gov.uk](http://www.avonandsomerset-pcc.gov.uk)
How you can get involved

“Our Constabulary, Community Safety and Criminal Justice agencies cannot deliver this plan alone. It is my aim that people have real and practical opportunities to shape their policing and community safety services. I want to build upon the energy and innovation I see in local communities and I am committed to involving you wherever I can in delivering our shared priorities”.

There are many ways in which you can contribute towards the delivery of this plan and play an important role in improving the perceptions and feeling of safety in your local community. Why not become...

...A Special Constable

The Special Constabulary is a vital resource when it comes to tackling crime, providing valuable support to regular police officers and increasing the police presence within our communities. Special Constables are volunteers and have the same warranted powers as regular police officers. They work alongside their regular colleagues and also carry out their own operations, increasing visibility and engaging with the public. For more information on recruitment, please visit the Constabulary’s website at: www.avonandsomerset.police.uk/recruitment/specials

...A Cadet

Our Cadet scheme provides young people aged 14 to 17 with an opportunity to gain a practical understanding of policing and the law while supporting their local community. To find out more, visit: http://www.avonandsomerset.police.uk/recruitment/PoliceStaffVolunteers/cadets.aspx

...A Custody Visitor

Independent custody visiting ensures the police service is open and accountable to the people it serves. For more information about custody visiting, the role of Custody Visitors and how to apply, contact the Office of the Police and Crime Commissioner or visit our website at: www.avonandsomerset-pcc.gov.uk

...A Volunteer

The volunteers programme provides a vast range of opportunities for people with enthusiasm and skills to support the police in the community or at stations. Find further details on the Constabulary’s website at: http://www.avonandsomerset.police.uk/recruitment/PoliceStaffVolunteers/

Join Neighbourhood Watch. Find further details on the Constabulary’s website at: www.avonandsomerset.police.uk/community_safety/nhw/whats_involved.aspx

Join our Volunteer Panel of independent members of the public who will be reviewing police complaints files. Find out more at: www.avonandsomerset-pcc.gov.uk

Join one of the local Independent Advisory Groups which work in partnership with the police to engage with local diverse communities, improve access to police services and quality of services provided. Find out more at: www.avonandsomerset.police.uk/diversity/IAG.aspx
Have Your Say

• Raise issues that concern you at our local public meetings. Details of your next local neighbourhood meeting can be found online or by calling 101
• Use Freepost ‘Have your Say’ Postcards: register your priorities in writing using postcards available from local police stations or other community locations
• Register your priorities on-line: tell us what you think from the comfort of your own home
• Join a webchat

Details of all “Have your Say” methods are on our website at: www.avonandsomerset.police.uk/LocalPages/SSN/PACT.aspx

Giving Feedback or Making a Complaint

If you are dissatisfied with any aspect of the service you receive from the Office of the Police and Crime Commissioner or the Constabulary, there are a number of ways you can give us feedback or make a complaint:

• Contact or go into any police station asking to make a complaint
• Make a complaint by completing our secure on-line form via the police website at: www.avonandsomerset.police.uk/contact
• Give us feedback by writing to the Chief Constable or to the Office of the Police and Crime Commissioner
• Make a complaint via your solicitor, your MP, Citizens Advice Bureau or a support agency, such as SARI (Support Against Racism and Inequality)
• Contact the Independent Police Complaints Commission (IPCC) at: PO Box 473, Sale, M33 0BW. Tel: 0300 020 0096

Ride Along

Ever wanted to know more about what the police do? Join an officer on the beat or see exactly what happens when we get a 999 call. Visit http://www.avonandsomerset.police.uk/LocalPages/RAS/index.aspx

If you want to know more about crime, policing and criminal justice in your area, you can also visit www.police.uk
OFFICE OF THE POLICE AND CRIME COMMISSIONER

Telephone: 01275 816377
Facsimile: 01275 816388
Email: pcc@avonandsomerset.pnn.police.uk
Address: Valley Road, Portishead, Bristol BS20 8JJ
www.avonandsomerset-pcc.gov.uk

STAY INFORMED
To sign up for a monthly newsletter and local news bulletins for your area register via our website:
www.avonandsomerset.police.uk/
InteractiveWebsiteAccounts/Signup.aspx

Follow us on Twitter @AandSPCC @ASPolice @SuMountstevens

CONSULTING YOU
When budgets are tight, it is even more important that we understand what the public need from policing services.
We have launched a website where residents are able to give their opinion and genuine discussion will influence our decision making and this plans development.
www.consultation.avonandsomerset.police.uk

USEFUL NUMBERS

In an emergency 999
Non-emergency police number 101
Crimestoppers 0800 555 111
National Domestic Abuse helpline 0808 2000 247
24-hour freephone

Hate crime support:
Homophobic call EACH 0117 942 0060
Racist/Religious call SARI 0808 1000 143
Disablist call WECIL 0117 903 8900

Local contact / engagement information which includes details of neighbourhood PACT programme, community events and engagement opportunities can be found at:
www.avonandsomerset.police.uk/LocalPages/

Just put your postcode in to be directed to your local beat pages.

Call 101 to contact the police to report less urgent crime and disorder or to speak to your local officers.
For example, call 101:
• if your car has been stolen
• if your property has been damaged
• if you suspect drug use or dealing in your local area
• to give the police information about crime in your area
• to speak to the police about a general enquiry

Minicom and Typetalk: 01275 816888
Address: Valley Road, Portishead,
Bristol BS20 8QJ
www.avonandsomerset.police.uk

In an Emergency dial 999
• when the incident requires an immediate response
• when there is danger to life or risk of injury
• where a crime is in progress
• where an offender is still at the scene or has just left the scene.

ANTI-TERRORIST HOTLINE
If you think you have seen something suspicious or are unsure about somebody’s activities or behaviour call this confidential hotline. Telephone: 0800 789 321

CRIMESTOPPERS
Call the independent charity Crimestoppers in confidence and anonymously if you have information about crimes but would prefer not to speak directly to the Police.
Telephone: 0800 555 111

If you need this document in a different format or another language please contact General Enquiries on 101 or Typetalk 01275 816888 or visit:
www.avonandsomerset.police.uk/WebsiteResources/accessibility